

## **Transcript: Pamela**

**Blanc-6332294411010048-4849528423006208**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. This is 24 00:00:09,460 -- 00:00:13,460 Benefits in a Card. This is Pamela speaking. How may I help you? Good morning. Uh, my name is Mr. Hall, J-O-H-N H-A-L-L. I actually work for On Track Staffing, uh, here in Ellabell, Georgia. And, uh, I actually applied or enrolled for the benefit package. So, uh, I actually called because, uh... I didn't actually call earlier concerning, uh, the card which I was supposed to actually get in the mail, but I didn't actually go through with the process of actually calling in to request the card to be, uh, mailed to me. So, uh, I just need to find out, uh, what- what's the process, uh, concerning obtaining the card. Okay. So I have to open your file to check which, um, plan that you selected and then we could take it from there. Okay. You say you work for On Track? Yeah. Actually, uh, On Track is actually at the Ellabell, um, it's the, uh, what's the name of the warehouse? Uh... No, I mean, um, all I need, it's, uh, uh... That's fine. I, what I need is the last four digits of the social number. Oh, okay. Uh, that number is 2443. 2443. And your first and last name, sir? Uh, first name is J-O-H-N, John, H-A-L-L, Hall. Okay, Mr. Hall, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. Uh, the complete address is 310, 310 Fraser, F-R-A-S-E-R, Fraser. Circle, C-I-R-C-L-E, Circle. Uh, it's apartment 23, 2-3. Uh, the city is Hinesville, H-I-N-E-S-V-I-L-L-E, uh, the state of Georgia, which is G-A, and the zip code is 31313. And what else do you wanted me to identify? Um, your date of birth, sir. Oh, uh, my date of birth is 09 May 1968. Thank you for the information. We have a phone number on file, 912-582-9809, and your email is gti3609@gmail.com. Yeah, that's correct. Yeah. All right. So the plan that you have, um, they do not send physical card. Yes. They only send this, uh, digital to your email. And what I could do, I could send you the digital card. Yes. And let's see. And that could be printed out, right? Excuse me? It could be printed out, right? Yes, sir. Okay. So, um, I'm gonna put you in a brief hold so I can pull up the information, sir. Uh, thank you. All right. Mr. Hall? Yes. The email's coming from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay. All right. Is there anything else I could do for you, sir? Well, I must say thank you because, uh, I actually was thinking about doing it for a long time, but I kept forgetting, but today I said, "Let me make a note to actually call." "Get it all, um, done today." But I must say thank you very much, sir. Your help and assistance. Ah, okay. All right. So thank you for giving us a call today. Have a great rest of the day, sir. Same to you. Okay, thank you. Goodbye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: This is 24 00:00:09,460 -- 00:00:13,460 Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Good morning. Uh, my name is Mr. Hall, J-O-H-N H-A-L-L. I actually work for On Track Staffing, uh, here in Ellabell, Georgia. And, uh, I actually applied or enrolled for the benefit package. So, uh, I actually called because, uh... I didn't actually call earlier concerning, uh, the card which I was supposed to actually get in the mail, but I didn't actually go through with the process of actually calling in to request the card to be, uh, mailed to me. So, uh, I just need to find out, uh, what- what's the process, uh, concerning obtaining the card.

Speaker speaker\_1: Okay. So I have to open your file to check which, um, plan that you selected and then we could take it from there.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You say you work for On Track?

Speaker speaker\_2: Yeah. Actually, uh, On Track is actually at the Ellabell, um, it's the, uh, what's the name of the warehouse? Uh...

Speaker speaker\_1: No, I mean, um, all I need, it's, uh, uh... That's fine. I, what I need is the last four digits of the social number.

Speaker speaker\_2: Oh, okay. Uh, that number is 2443.

Speaker speaker\_1: 2443. And your first and last name, sir?

Speaker speaker\_2: Uh, first name is J-O-H-N, John, H-A-L-L, Hall.

Speaker speaker\_1: Okay, Mr. Hall, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_2: Okay. Uh, the complete address is 310, 310 Fraser, F-R-A-S-E-R, Fraser. Circle, C-I-R-C-L-E, Circle. Uh, it's apartment 23, 2-3. Uh, the city is Hinesville, H-I-N-E-S-V-I-L-L-E, uh, the state of Georgia, which is G-A, and the zip code is 31313. And what else do you wanted me to identify?

Speaker speaker\_1: Um, your date of birth, sir.

Speaker speaker\_2: Oh, uh, my date of birth is 09 May 1968.

Speaker speaker\_1: Thank you for the information. We have a phone number on file, 912-582-9809, and your email is gti3609@gmail.com.

Speaker speaker\_2: Yeah, that's correct. Yeah.

Speaker speaker\_1: All right. So the plan that you have, um, they do not send physical card.

Speaker speaker\_2: Yes.

Speaker speaker\_1: They only send this, uh, digital to your email. And what I could do, I could send you the digital card.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And let's see.

Speaker speaker\_2: And that could be printed out, right?

Speaker speaker\_1: Excuse me?

Speaker speaker\_2: It could be printed out, right?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So, um, I'm gonna put you in a brief hold so I can pull up the information, sir.

Speaker speaker\_2: Uh, thank you.

Speaker speaker\_1: All right. Mr. Hall?

Speaker speaker\_2: Yes.

Speaker speaker\_1: The email's coming from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Is there anything else I could do for you, sir?

Speaker speaker\_2: Well, I must say thank you because, uh, I actually was thinking about doing it for a long time, but I kept forgetting, but today I said, "Let me make a note to actually call." "Get it all, um, done today." But I must say thank you very much, sir. Your help and assistance.

Speaker speaker\_1: Ah, okay. All right. So thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker\_2: Same to you. Okay, thank you. Goodbye.

Speaker speaker\_1: Bye.